

LESSONS LEARNED

March 2005

Promote Interagency Coordination & Collaboration

- Hold Agency Meetings Early and Often.
- Identify All Stakeholders.
- Involve Senior Management in Field Offices.
- Promote Understanding of All Agencies' Issues and Concerns.
- Establish Issue-Specific Work Groups, but Keep Everyone Informed.
- Engage Neutral Facilitator, if Needed, with Well-Defined Role.
- Cultivate Relationships Before Problems Arise.
- Utilize All Available Means of Communication.
- Encourage Sidebar Discussions and a Report-Out Mechanism.

Ensure Appropriate Staffing & Resources

- Dedicate Senior Staff with Leadership, Decision-Making and Problem-Solving Skills.
- Assign DOT Staff for Timely Reviews.
- Formalize Process for Elevating Issues.
- Provide Adequate Staffing.

Define Responsibilities & Agree on Schedule

- Agree on Action Plan for Agencies.
- Develop a Realistic Schedule.
- Provide Timely Meeting Minutes with Action Items.
- Hold Agencies Accountable.
- Establish Concurrent Review Processes.

